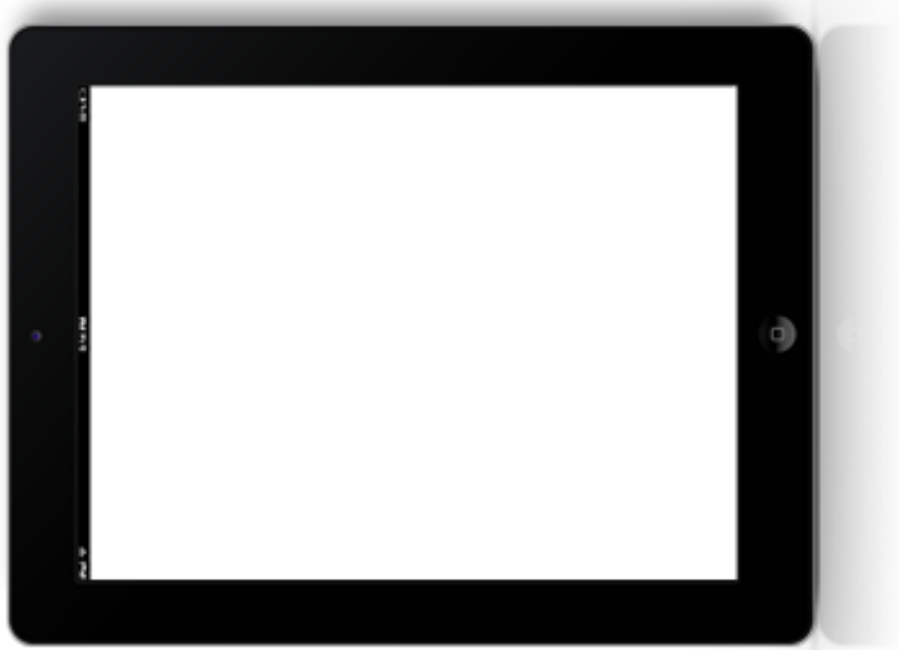

- 10.1 General
- 10.2 Nonconformity and corrective action
- 10.3 Continual improvement

10. IMPROVEMENT

Improvement is a never ending process

10.1 General

- 10.1 General
- 10.2 Nonconformity and corrective action
- 10.3 Continual improvement

10.1 General

- determine and select opportunities for improvement and
- implement any necessary actions to

  - meet customer requirements and

  - enhance customer satisfaction.

10.1 General

These shall include:

- a) improving products and services to meet requirements as well as to address future needs and expectations;
- b) correcting, preventing or reducing undesired effects;
- c) improving the performance and effectiveness of the quality management system.

10.2 Nonconformity and corrective action

10.2.1
When a nonconformity occurs, including any arising from complaints, the organization shall:

- a) react to the nonconformity and, as applicable:
    1) take action to control and correct it;
    2) deal with the consequences;

…….. f)

definition

NONCONFORMITY

non-fulfilment of a requirement

definition

CORRECTION

action to eliminate a detected nonconformity

definition

CORRECTIVE ACTION

action to eliminate the cause of a nonconformity and to prevent recurrence

definition

PREVENTIVE ACTION

action to eliminate the cause of a potential nonconformity or other potential undesirable situation

10.2 Nonconformity and corrective action

10.2.1
When a nonconformity occurs, including any arising from complaints, the organization shall:

- a) react to the nonconformity and, as applicable:
    1) take action to control and correct it;
    2) deal with the consequences;

…….. f)

10.2 Nonconformity and corrective action

- b) evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
    1) reviewing and analysing the nonconformity;
    2) determining the causes of the nonconformity;
    3) determining if similar nonconformities exist, or could potentially occur;

    ……. f)

10.2 Nonconformity and corrective action

- c) implement any action needed;
- d) review the effectiveness of any corrective action taken;
- e) update risks and opportunities determined during planning, if necessary;
- f) make changes to the QMS, if necessary.

CA shall be appropriate to the effects of the nonconformities encountered.

10.2 Nonconformity and corrective action

10.2.2

The organization shall retain documented information as evidence of:

a) the nature of the nonconformities and any subsequent actions taken;

b) the results of any corrective action.

10.3 Continual improvement

The organization shall continually improve the suitability, adequacy and effectiveness of the QMS.

The organization shall consider

- the results of analysis and evaluation
- the outputs from management review

to determine if there are needs or opportunities that shall be addressed as part of continual improvement.